

# DURHAM CENTER ACCESS

*The Gateway to Behavioral Health, Disability & Crisis Services*

Operated by:

*Freedom House*  
**recovery center**

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# Durham Center Access

## *Mission*

Durham Center Access (DCA) is the gateway to all of the local mental health, developmental disability and substance abuse services that are part of Durham System of Care.

## *Goals*

- ❑ Reduce state hospital utilization
  - ❑ Support community-based treatment
  - ❑ Coordinate with outpatient providers to maximize consumer benefit and continuity of care in crisis events
  - ❑ Stabilize the consumer and reintegrate into the community
  - ❑ Assist individuals with accessing care who are not engaged.
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# Durham Center Access

## *Services*

- ❑ 24-hour crisis facility for individuals experiencing a crisis
  - ❑ 16 facility based crisis beds – short-term stabilization for adults – alternative to inpatient hospitalization.
  - ❑ 11 23-hour crisis evaluation observation rooms (one for juveniles) – short-term intensive intervention to stabilize acute or crisis situations
  - ❑ Telephone and face-to-face screening, triage and referral to community providers
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# Durham Center Access

## ***Services***

- ❑ Crisis risk assessment
- ❑ Mental Health and Substance Abuse assessment
- ❑ Psychiatric and Petition evaluations
- ❑ Non-hospital medical detoxification service

<b><i>Target Population:</i></b>	Citizens of Durham County
<b><i>Provider:</i></b>	Freedom House Recovery Center
<b><i>Start Dates:</i></b>	July 2004

July 2006 - Freedom House contracted

August 2008 - DCA moved to Crutchfield Street

December 2008 – DCA became a state approved IVC facility

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# Durham Center Access

## *Outcomes*

### *23-hours Crisis Evaluation Observation*

- ❑ Average Number Admitted per month 200
  - ❑ Average Length of Stay 20 hours
  - ❑ Average Utilization Rate per month 60%
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# Durham Center Access

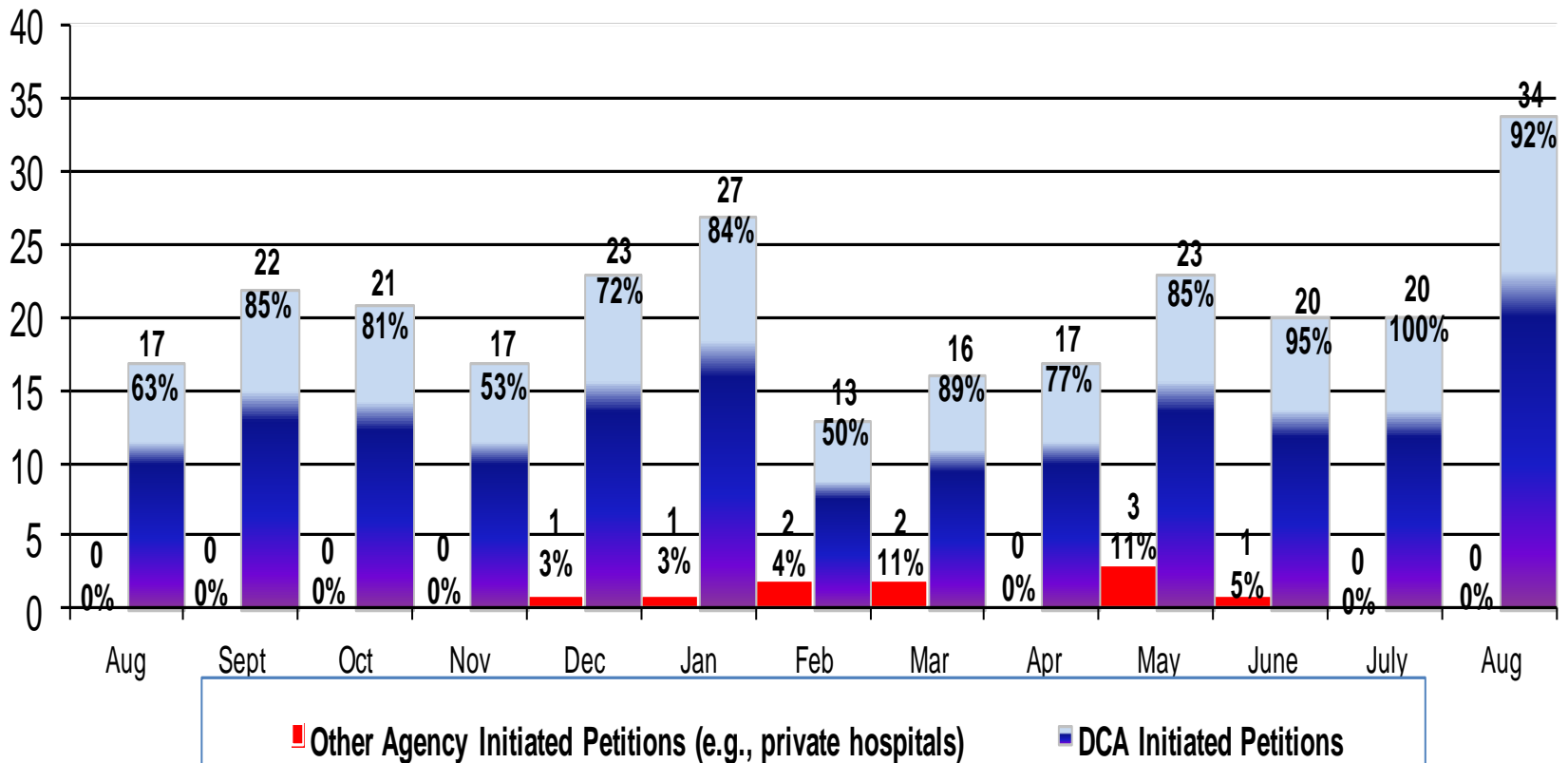
## *Outcomes*

### *Facility Based Crisis*

- ❑ Average Number Admitted per month 125
  - ❑ Average Length of Stay 3.5 days
  - ❑ Average Utilization Rate per month 86%
  - ❑ Reducing unnecessary admissions to the State Hospital
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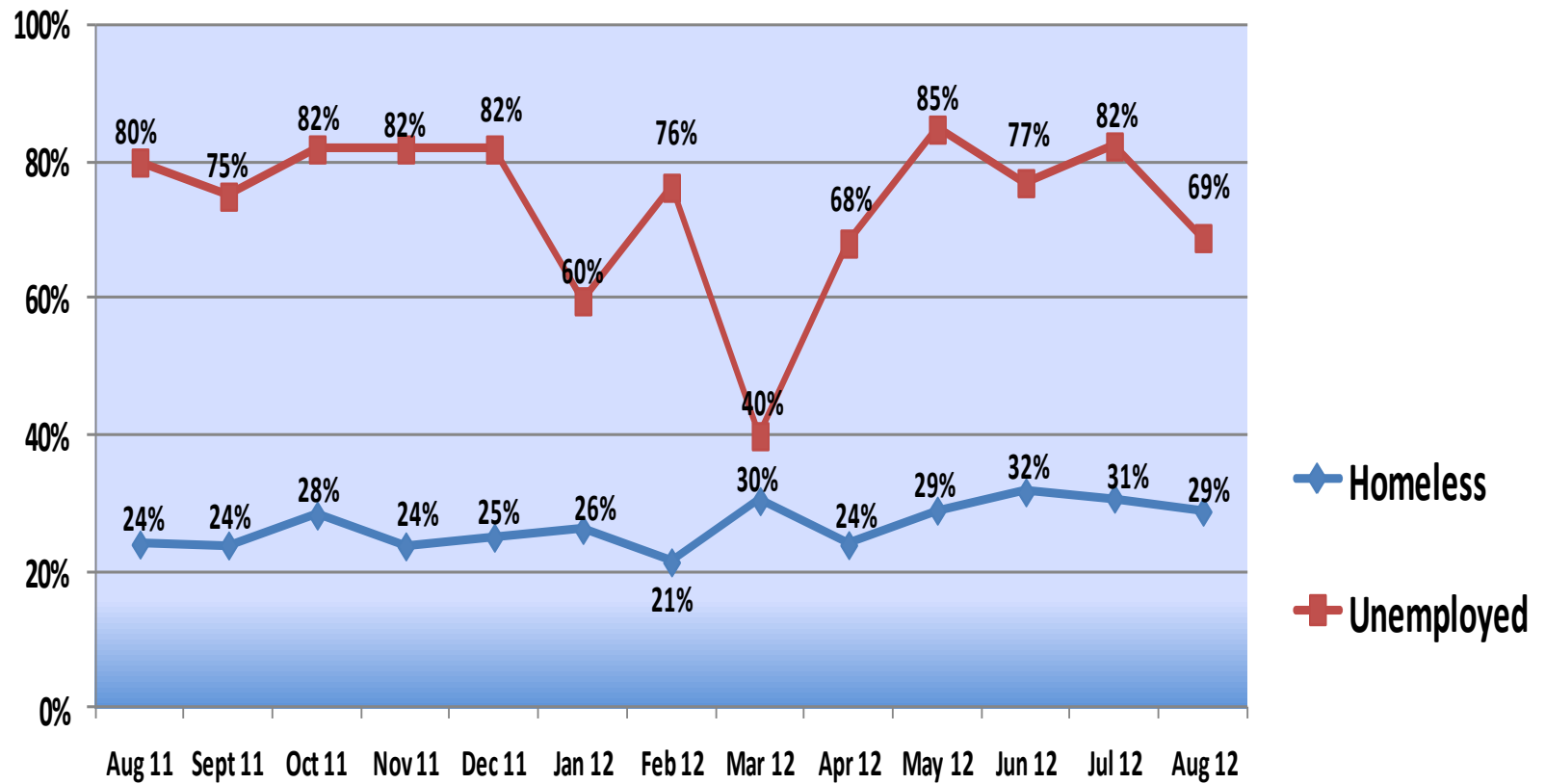
# Durham Center Access

## Individuals Diverted From State Hospitalization Monthly



# Durham Center Access

% Homeless and Unemployed Served at DCA by Month



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# Walk-in Clinics

- ❑ Office-based outpatient services for adults, children and adolescents
  - ❑ Immediate screening/assessment and brief, intensive interventions to resolve crisis and preventing admission to more restrictive level of care
  - ❑ Service provided face-to-face (DCA - anchor site) or via telepsychiatry (4 satellite clinic locations)
  - ❑ Start date: December 2008
  - ❑ Initial LME Alliance: The Durham Center, OPC (Orange-Person-Chatham), and Alamance-Caswell.
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# Walk-in Clinics

## *Target Populations and Eligibility Criteria*

Children and adults from the identified catchment areas in need of psychiatric services **AND:**

- ❑ Discharged from State hospitals, private psychiatric hospitals, and community hospitals and are unable to secure a timely appointment in the community;

**OR**

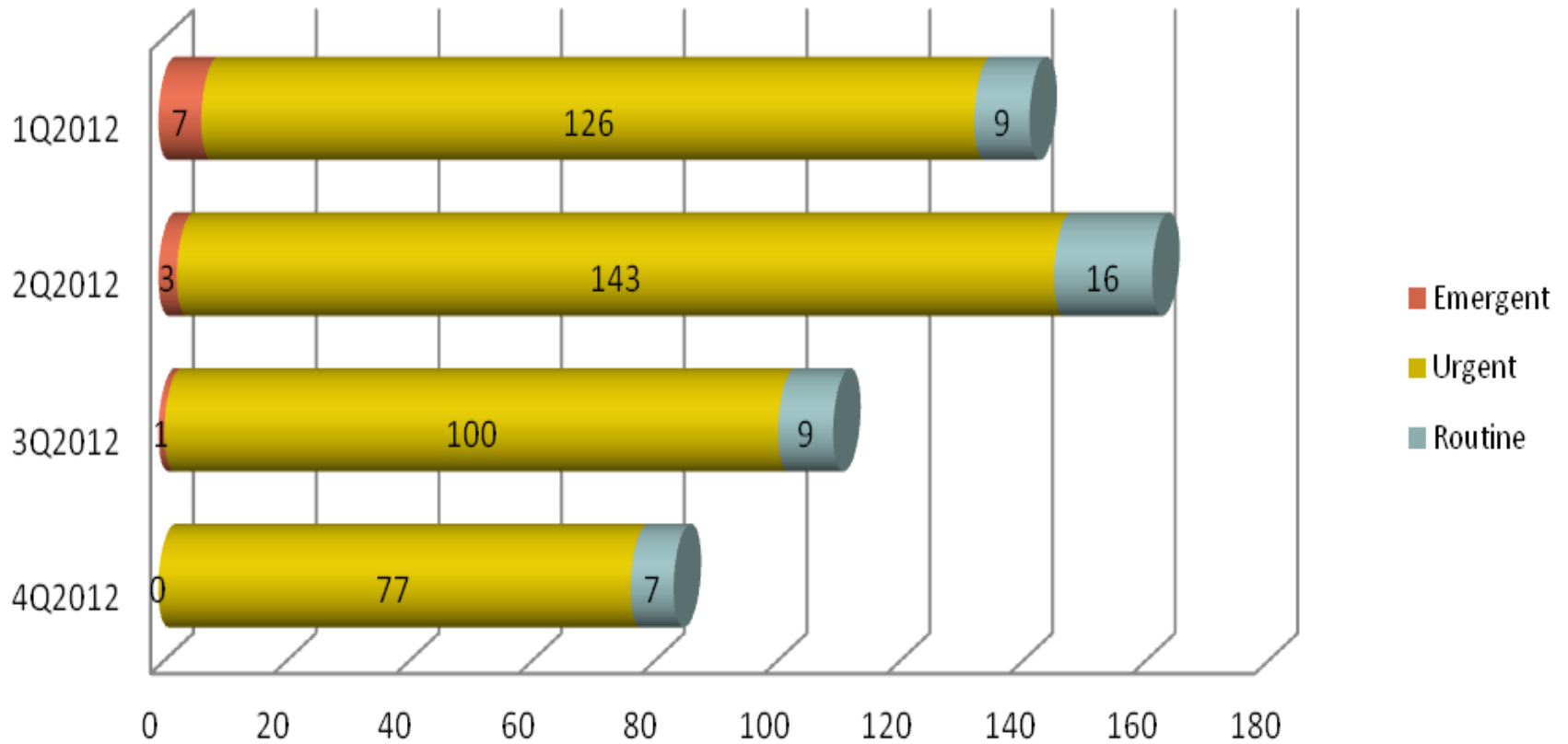
- ❑ Are currently NOT being served in the Provider Network and need immediate psychiatric assessment and care, medication evaluation and aftercare planning;

**OR**

- ❑ Are being actively served by a provider, and are presenting with needs exceeding reasonable capacity beyond which the provider is able to provide.
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# Walk-in Clinics

## PWIC-Intensity of Need



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# Walk-in Clinics

## *Outcomes/Goals*

- ❑ Improve accessibility of urgent care services for individuals experiencing psychiatric and substance abuse difficulties
  - ❑ Reduce the need for consumers to go to emergency departments
  - ❑ Reduce the need for admissions to hospitals for consumers who can be served in the community
  - ❑ Provide better structure for the coordination of care
  - ❑ Provide an alternative to emergency departments for law enforcement officials interacting with consumers in distress or on petition.
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# Durham Center Access



## ***Key Community Partners***

- ❑ Durham County Government, Alliance, and Freedom House Recovery Center
  - ❑ Magistrate
  - ❑ Law Enforcement – Durham Police Department - CIT Program, Durham County Sheriff
  - ❑ Durham Provider Network with First Responder Responsibility
  - ❑ Emergency Departments – Duke, Durham Regional, VA
  - ❑ EMS
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# Durham Center Access

## ***Resources for Community Hospital Eds***

### External Resources

- ❑ Alliance Hospital Liaison
- ❑ Mobile Crisis Team
- ❑ Provider Network, especially ACTT and IDDT
- ❑ The Crisis Center: If the consumer will contract for safety, move to lower level of care. SOC to explore hospital diversion/community hospital beds.

### Internal Resources

- ❑ Duke , DRH and the VA have Social Workers in the ED to manage care for MH/DD/SA
- ❑ Consult with Psychiatry if possible
- ❑ Re-evaluation of petitions

### Limited Resources

- ❑ Delays in access to care due to limited resources, such as, law enforcement transportation and hospital beds.
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<http://www.alliancebhc.org/consumers-families/crisis-and-access/crisis-facilities>